


Emily Carter

Case Manager

Experienced case manager focused on empowering underserved communities through program development

Compassionate professional with nine years of experience in case management, community outreach, and social work, specializing in advocacy for underserved and low-income populations across Los Angeles County. Adept at navigating complex public assistance systems to secure essential housing, financial, and social resources for clients. Proven track record in program design, multi-agency collaboration, and community partnership development. Committed to building sustainable support networks that empower clients toward lasting self-sufficiency.

CONTACT INFORMATION

 (123) 456-7890

 email@example.com

 Los Angeles, CA, LinkedIn

EDUCATION

Bachelor of Sociology
University of California, Los Angeles, CA
May 2016

Relevant Coursework: Social Stratification, Community Development, Social Work Practice, Urban Poverty and Policy, Research Methods in Sociology

KEY SKILLS

- Client advocacy and empowerment strategies
- Community outreach and stakeholder engagement
- Needs assessments and service eligibility determination
- Case documentation and compliance reporting
- Public assistance program navigation (Section 8, SNAP, Medicaid)
- Multi-agency collaboration and partnership development
- Mentorship program design and youth intervention

PROFESSIONAL EXPERIENCE

CASE MANAGER | HOPE COMMUNITY SERVICES, LOS ANGELES, CA
APRIL 2018 – PRESENT

- Secured housing for 30+ low-income families annually by navigating complex public assistance programs including Section 8, rapid rehousing, and emergency rental assistance
- Co-developed and managed a mentorship program with local youth organizations, providing structured support to 100+ at-risk youth and reducing dropout rates among participants by 18%
- Conducted biweekly client follow-ups across a caseload of 45+ clients, maintaining consistent progress tracking and achieving an 88% goal attainment rate across housing and employment objectives
- Partnered with 15+ local agencies including schools, health clinics, and legal aid organizations to develop comprehensive, wraparound service plans for high-need clients
- Coordinated community resource fairs connecting 200+ residents annually to housing, healthcare, and employment services, increasing community awareness of available programs by 35%
- Maintained full documentation compliance across all case files, completing 100% of required state reporting deadlines for the past five consecutive years

OUTREACH COORDINATOR | LOS ANGELES HOMELESS ALLIANCE, LOS ANGELES, CA
JUNE 2016 – APRIL 2018

- Facilitated 12 workshops annually on resource access for 500+ community members, covering topics including rental assistance applications, Medicaid enrollment, and food assistance programs
- Designed bilingual marketing materials for outreach events, increasing community event attendance by 40% over two years
- Coordinated street outreach efforts with a team of five volunteers, conducting 200+ wellness checks for unsheltered individuals and connecting 60+ clients to transitional housing programs
- Assisted in developing intake procedures that reduced client onboarding time by 20% and improved data accuracy across the organization's case management database

CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2020
- Community Health Worker Certificate, Los Angeles County Department of Public Health, September 2019